

Monthly PIs with management notes 2009-10

Monthly report for 2009/2010
 Arranged by Service
 Filtered by Flag: Include: Monthly
 Exclude: Archive

Key to Performance Status:

Performance Indicators: No Data Concern Variation Achieved Excellent

Key to change on same period in previous year:

↑ Improved Performance ↓ Worse Performance ↔ Unchanged

Key to +/- Column:

+ Higher figures are better - Lower figures are better OFF Direction cannot be determined.

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Service: Finance

Performance Indicators

Top Quartile District Councils	Code	Title	+/-	Prev Year End	Current Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Improvement
98.60	BV9 (mon)	Percentage of Council Tax Collected	+	98.70	58.15 (6/12)	12.31	21.66	30.72	39.81	48.67	57.93							↓
Management Notes: (September) Collection rate is still slightly down on this time last year & is a reflection of the current climate. We continue to closely monitor and ensure that recovery documents are issued promptly to avoid debts building. (LJ)																		
99.40	BV10 (mon)	Percentage of Non-domestic Rates Collected	+	98.90	59.49 (6/12)	12.54	22.60	32.54	40.95	49.68	58.94							↓
Management Notes: (September) Although collection rates are down on last year 0.3% is subject to the Rate Deferral Scheme and therefore customers can pay this over the following 2 financial years. (LJ)																		
	NI181 (mon)	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events -average days	-	12.0	10.0 (6/12)	18.5	18.3	16.2	14.9	14.6	13.6							↑

Management Notes:

(April - September) From a difficult start to the year, caused by recession-generated workloads, performance continues to improve through the year. The position is 2.4

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Service: Finance

Performance Indicators

Top Quartile District Councils	Code	Title	+/-	Prev Year End	Current Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Improvement
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days better than at the same time last year and remains on track to deliver the 10 day target for the year as a whole. (TR)

Service: Information Technology

Performance Indicators

Top Quartile District Councils	Code	Title	+/-	Prev Year End	Current Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Improvement
	L 52	Customer satisfaction - monthly survey	+	5.4														n/a

Management Notes:

	L 97	Number of computer user hours made unavailable each month	-	3,708	1,000 (5/12)			720	923									n/a
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Management Notes:

Service: Org Dev

Performance Indicators

Top Quartile District Councils	Code	Title	+/-	Prev Year End	Current Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Improvement
8.43	BV12 mon	Working days lost due to sickness absence	-	12.82	4.25 (6/12)	0.94	1.81	2.47	3.78	4.47	5.56							↑

Management Notes:

Service: Customer Service

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Service: Customer Service

Performance Indicators

Top Quartile District Councils	Code	Title	+/-	Prev Year End	Current Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Improvement
	L102	Percentage of calls answered within 20 seconds - CSC	+	65	80 (6/12)	84	70	76	76	79	80							↑

Management Notes:

	L103	Percentage of calls answered within 20 seconds - Switchboard	+	71	80 (6/12)	86	82	83	86	92	91							↑
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Management Notes:

Service: Housing

Performance Indicators

Top Quartile District Councils	Code	Title	+/-	Prev Year End	Current Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Improvement
24	BV212 (mon)	Average time in days to re-let local authority housing	-	22	25 (6/12)	30	23	25	25	26	27							↓

Management Notes:

(April - September) Timescales going backwards. Testing a single maintenance surveyor during August and September has had an impact on figures. Contractors also taking longer than expected. Action being taken to rectify includes: John Golding meeting with Contractors to ensure they improve performance. We are also finalising the process following systems thinking and probably going back to a team of surveyors rather than using one like we did during Aug and Sep, so this should help us reduce timescales from when we get the keys back from outgoing tenant to giving keys to contractor at the accompanied viewing. (TR)

99.00	BV66a (mon)	The proportion of rent collected	+	97.91	99.00 (6/12)	97.11	97.38	97.45	97.84	98.20	98.07							↑
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Management Notes:

(April - September) Last month's performance at 98.20% was very good, but this month performance has dropped by 0.13%. Our aim is to consistently perform above 98% and slowly move towards 99%. (TR)

Service: Planning

Monthly PIs with management notes 2009-10

Service: Planning

Performance Indicators

Top Quartile District Councils	Code	Title	+/-	Prev Year End	Current Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Improvement
25.9	BV204(mon)	Number of planning appeal decisions allowed against the authority's decision to refuse	-	35.0	35.0 (6/12)	0.0	25.0	22.2	23.1	22.2	24.1							↑

Management Notes:

84.00	NI157b (mon)	Percentage of Minor planning applications determined within 8 weeks	+	63.75	65.00 (6/12)	72.09	73.68	72.46	71.14	71.19	71.32							↑
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Management Notes:

92.11	NI157c (mon)	Percentage of Other planning applications determined within 8 weeks	+	85.29	80.00 (6/12)	83.06	84.55	82.68	81.91	82.45	81.97							↓
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Management Notes: